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Medicaid

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Questions & Answers

5. Do I pay for the services myself?

No, not if MEDICAID covers the service. Just present your Medicaid Eligibility Card to the health care provider before you receive any service and that provider will bill MEDICAID.

You do not pay any money or fill out any claim forms. Make sure to ask whether that person or facility accepts Medicaid patients before you receive the service. If they don't, you will have to pay the bill, and MEDICAID will not reimburse you.

6. If I have Medicare or private health insurance, am I eligible for MEDICAID?

MAYBE. Even if you are covered by Medicare or private insurance you may be eligible for MEDICAID. If you meet the financial guidelines, MEDICAID will pay the deductible and/or some services that Medicare or your private insurance does not cover—as long as MEDICAID does cover that service.

To find out more about MEDICAID coverage for people who are also covered by Medicare or private health insurance, call your local Welfare Office.

7. What are my rights as a MEDICAID applicant or recipient?

- You have the right to apply for MEDICAID and receive a decision in writing within 30 days (60 days if disability must be determined).
- You have the right to appeal any decision or action of the Department of Public Welfare.
- If eligible, you have the right to have MEDICAID pay the *full cost* (at MEDICAID approved rates) of a covered service. It is illegal for a doctor or other provider to ask you to pay any part of the cost for any service covered by MEDICAID.
- You have the right to choose your own health care providers from among those who accept MEDICAID.
- You have the right to be treated by a MEDICAID provider without fear of discrimination. No MEDICAID provider can refuse to see you *solely* because you are a MEDICAID recipient.

8. What are my responsibilities as a MEDICAID recipient?

- You have the responsibility to answer all questions truthfully when applying for MEDICAID.
- You have the responsibility to tell your local Welfare Office about any changes that might affect your eligibility for MEDICAID.
- You have the responsibility to tell your local Welfare Office about any private health insurance you have.
- You have the responsibility to use your Medicaid Eligibility Card properly and to tell your local Welfare Office immediately if the card is lost or stolen.

9. What services are covered by MEDICAID?

The following services are covered by MEDICAID when medically necessary. Some of these services do require that certain other conditions are met. If you have any questions about these services or any others, please call your local Welfare Office.

Treatment from the following health care professionals:

- Physicians
- Dentists
- Eye Doctors
- Chiropractors
- Foot Doctors
- Physical Therapists

Mental Health Services:

- Psychiatric Services
- Psychiatric Hospitalizations
- Mental Health Centers
- Psychological Testing
- Psychiatric Day Treatment

Institutional Care for the elderly and the disabled:

- Chronic Disease Hospitals
- Rehabilitation Hospitals
- Facilities and Programs for the Mentally Retarded
- Nursing Homes

Home Services and Alternatives to Institutional Care:

- Adult Day Health Services
- Adult Foster Care Placements
- Private Duty Nursing and Home Health Aide Services
- Independent Living Programs for the Physically Disabled

Hospital Services:

- Inpatient
- Outpatient

Clinics and Health Centers:

- Community Health Centers
- Rehabilitation Centers
- Speech and Hearing Centers
- Family Planning Agencies
- Renal Dialysis Clinics

Medical Equipment and Supplies:

- Hearing Aids
- Wheelchairs, walkers, hospital beds, braces, artificial limbs, and other such equipment
- Oxygen

Other Services:

- Prescription Drugs
- X-ray Services
- Transportation to and from MEDICAID services
- Laboratory Tests
- Sterilization and Medically Necessary Pregnancy Terminations
- Evaluations of Children with Special Needs

10. Where can I find out more about MEDICAID?

You can get more information about MEDICAID by calling your local Welfare Office. The offices are listed in the phone book under the heading:

Massachusetts, Commonwealth of;
Public Welfare Department;
Area *or* Field Offices.

Or, you can call the Client Services office at
292-8900 (in Boston) or
1-800-841-2900 (toll free).

Your Department of
Public Welfare
Commonwealth of Massachusetts
Michael S. Dukakis, Governor

This pamphlet is intended to be a *guide* to the MEDICAID program.
This pamphlet is *not* a legal statement of Department of Public Welfare regulations.